

ABSTRACT

5 The present invention provides a method and apparatus useful as a computerized diagnostic tool for gathering system information into a file and transmitting the system information file to a remote location where it can be presented as a graphical display 10 of the system information. As a computerized diagnostic tool, the present invention can be used to assist a support person in providing technical support to an end user in connection with the configuration of a remote computer. It also provides a means for storing system information relating to a particular customer's computer for subsequent reference. The present invention includes a system that can store, display and process system information. Computer program code running on a source computer 1 directs the source computer 1 to survey system information on the source computer. Following the 15 survey, the program code creates a file containing system information and transmits the system information file 9 to a remote computer separate from the source computer. Transmission may be accomplished via any effective transmission medium such as the Internet. Computer program code on the remote computer then displays a graphical representation of the system information. The program code on the source computer 1 is 20 also capable of compressing the system information file 9 in order to facilitate transmitting.